



Emergency Communications Assistant Shift Supervisor

Department: Emergency Communications

EEO Code: 22

Class Code: 2155

FLSA: N

Effective: 01/03/1994

GENERAL STATEMENT OF DUTIES:

Under general supervision; performs work of considerable difficulty in assisting the Communications Shift Supervisor in planning, coordinating and supervising an assigned Emergency Communications Center shift; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Identifies training needs of subordinate personnel; plans, coordinates and initiates on-going training programs for dispatchers; schedules training activities; develops and administers tests to ensure maximum skill levels; keeps manuals current and updates and issues changes to subordinate personnel; supervises major emergencies on shift as assigned; performs duties of dispatcher as needed; backs-up files on 800 MHZ SIMS terminal; schedules leave to ensure proper staffing in Center; assigns spare radios to officers; makes emergency identification changes in SIMS to ensure proper officer identification; ensures that all Center clocks are synchronized; reviews, inspects and approves equipment and uniforms requests to ensure efficiency and proper wear of uniforms and equipment; investigates internal/external complaints concerning the Communication Center personnel; performs duties of Communications Shift Supervisor in his/her absence; prepares various reports and maintains records; assists in evaluating personnel; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Good knowledge of dispatcher training practices, techniques and equipment; of modern methods, practices and techniques of emergency communications work; of computers and electronic data processing; of department policies and standard operating procedures; of appropriate Federal, State and local laws, codes and ordinances; of rules and regulations governing use of DMV computer files; of public safety functions and available resources.

Considerable skill in developing and administering effective training programs to personnel; in instructing personnel; in developing and maintaining effective working relationships with public safety personnel; employees and the general public; in communicating effectively, orally and in writing.

Ability to speak clearly and with good diction; vision abilities required include close vision and ability to adjust focus; ability to hear and

MINIMUM EDUCATION AND EXPERIENCE:

High school diploma and one year experience as Cross Trained Dispatcher; or an equivalent combination of training and experience.

Must maintain all previously acquired qualifications/skills leading to this position. Must have successfully completed 40 hours approved supervisory school. Must satisfactorily complete a minimum of 32 hours per quarter working in both the Fire/Rescue (16 hour fire and 16 hour rescue) and Police (16 hour E-911 Emergency Dispatcher and VCIN/NCIN console and 16 hour Emergency Services Radio

ADDITIONAL REQUIREMENTS:

This position is designated essential and incumbents must report to work as usual during adverse weather conditions.

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| <p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p> |
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